



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending April 30, 2009

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For the month ending April 2009

Kansas.gov is staying very busy and productive as the month of April has come to a close. Some of the high points for this month include:

~Continued planning for the Recovery Fund Tracking Web site. The objectives of the site are to determine what grants are available, how much has been spent against each grant to date, and what accomplishments have been made as a result of the grants.

~Further discussed and outlined the scope of Over-the-Counter and ABC projects with the Department of Revenue.

~Met with individuals from the Kansas Contractors Association, Associate General Contractors of Kansas & Kansas Ready Mixed Concrete Association on the idea of developing a State Construction Registry, which has been successful in Utah. Further discussions are scheduled to occur in the month of May with the idea of the associations proposing legislation during the 2010 session

~Participated in the PKI local hosting implementation meetings with Department of Revenue, Secretary of State and VeriSign in order to outline and define new processes. The ITIMG plans to launch the locally hosted environment on Friday, May 15.

~Made great progress against the implementation of KanSite (Kansas.gov Content Management System):

- Created new brand for the Kansas.gov CMS (KanSite) and updated logo
- Developed an introduction letter for partners to generate awareness of service
- Began designing a one-page promotional flyer Determined pricing structure
- Built the partner site template
- Began developing the Web site for potential partners to learn more about KanSite

~Efforts continued against the Kansas Business Center initiative:

- Held a very productive Kansas Business Center Steering Committee meeting where the following topics were discussed:
 - Success metrics since launch
 - Determined phase 2 scope
 - Identified business type of focus (restaurants) for targeted user group
 - Outlined welcome video short and long term approach
- Continued to monitor and track usage of site

~Reached the milestone of 500 “followers” on Twitter. Twitter is a FREE social messaging utility for staying connected in real-time, allowing users to send and read other users’ updates (tweets). The concept is similar to a blog, but each text-based message is limited to 140 characters.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.counts@www.kansas.gov.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of April.

Contracts for Approval

No new contracts were submitted during the month of April.

New Applications Deployed

Agency	Service	Deployment (Month)
KSBE0	Optometry License Portal	Feb-09

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
KDHE	HOC Exam Application	Q1 2009
GOV	Grant Portal Phase 3	Q1 2009
KDOR	Homestead Refund Claim	Q1 2009
KDHE	HOC Change of Address and License Replacement	Q1 2009
KSBN	License Renewal 2008	Q1 2009
KSSBE0	Optometry License Portal	Q1 2009
BOC	License apps and renewals	Q2 2009
KSBEMS	Attendant License Verification	Q2 2009
KSBN	Promotional KANN Subscription	Q2 2009
KIC	Pricing Manager	Q2 2009
SOS	UCC Weekly Batch	Q2 2009
KDOR	Over-the-Counter Payments	Q2 2009
GOV	Grant Portal Phase 3	Q2 2009
COTA	Search Suite	Q3 2009
KDOR	Tax Payment Portal	Q3 2009
KIC	Subscriber Home Page	Q4 2009
KDA	Restaurant Lodging License Renewal	Q4 2009
KDA	Lodging License Renewal	Q4 2009
DOA	Recovery.gov	Q4 2009
KIC	Self Registration	Q1 2010

Project Change Requests

Agency	Service	Deployment (Month)
BSRB	License Renewal: Change Fee Structure	Jan-09
KDHE	HOC CRC Admin Orders Detail Report	Jan-09
SOS	KBC: (AOI, NR, NA) KBC upgrade	Jan-09
KSBEMS	Ambulance LR April 2008 Modifications	Feb-09
KSBHA	License Renewal Feb 09 Cycle Mods	Feb-09
LEG	Website Update dates for new session	Feb-09
SOS	RO/RA: Create image when user doesn't view	Feb-09
KBI	Registered Offender Update FAQ Text	Mar-09
KDHE	HOC CRC Add Subscriber Option	Mar-09
KDHE	HOC CRC Modify DOB Validation	Mar-09
KDOR	WebFile 2008 Tax Year Modifications	Mar-09
KREAB	Apprasier License Renewal 2009 Modifications	Mar-09
KSBN	Nurse LicRen Audit Requirements Change	Mar-09
SOS	Name Change: 2009 Enhancement	Mar-09
KBOP	Change Contact page	Apr-09
KDOR	PVD: Phase 1 Change Content	Apr-09
KREC	Verification: CEU: Error Message change	Apr-09
LEG	Post Audit: Change Database	Apr-09
KDHE	HOC CRC Domain Change	Q1 2009
KDOL	UIPB Add CCD Format	Q1 2009
KDOL	UIPB Modify Failed Payment Processing	Q1 2009
KSBHA	License Renewal Cycle Mods	Q1 2009
KSBHA	LR HTML Rep Add Exempt Radiologic Tech Question	Q1 2009
KSBHA	LR HTML Report Add Insurance Audit	Q1 2009
KSBHA	LR HTML Report Mods	Q1 2009
SOS	Name Change: Add "Who Can File" Functional Change	Q1 2010
BOA	Change Text on Disclosure statement	Q2 2009
BOA	CPA: Allow decimals in CPE field	Q2 2009
BSRB	License Renewal: Add ACH	Q2 2009
DOA	KanView: Add Salaries	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBOP	LR: 2009 Enhancement - Functional Changes	Q2 2009
KBOP	LR: 2009 Enhancements - Content changes	Q2 2009
KBOP	Verification: Change Contact page	Q2 2009
KDHE	HOC License Renewal Import Notification	Q2 2009
KDHE	License Renewal Change Address Field Validation	Q2 2009
KDOR	PVD: Data redesign Phase 2	Q2 2009
KDOR	PVD: Phase 1 Change Content	Q2 2009
KSBHA	License Renewal May 2009 Modifications	Q2 2009

KSBN	Annual Report 2009 Modifications	Q2 2009
OJA	DCRS Instant Access	Q2 2009
SOS	BESS: 2009 Enhancements	Q2 2009
SOS	Business Entity Formation Refactor Code	Q2 2009
SOS	Business Entity NA Refactor Code	Q2 2009
KSBN	KANN Add Voucher Payment Option	Q3 2009
LEG	Bills: Keyword Search	Q3 2009
SOS	AOI: NA process update	Q3 2009
SOS	AR: 2009 Enhancement	Q3 2009
SOS	CGS/LGS: Redesign/Combine	Q3 2009
SOS	Name Availability: Process update	Q3 2009
SOS	Name Change: Add "Who Can File" Content	Q3 2009
SOS	Name Change: NA process update	Q3 2009
SOS	Name Reservation: NA process update	Q3 2009
KDB	License Renewal: Admin Site Rewrite	Q4 2009

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from April 1 - 26:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286

Site Promotions

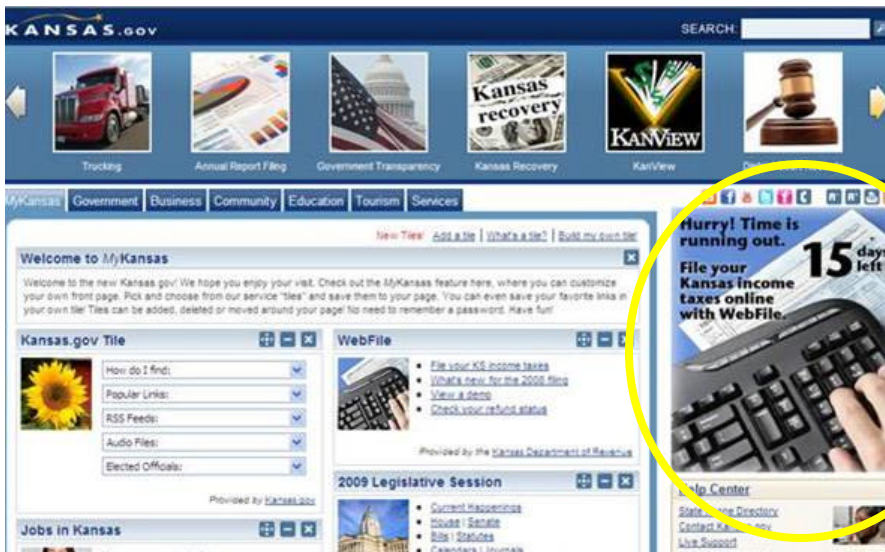
~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on April 13 and 27 on the documented rotation schedule, as well as updates made on April 16 when the WebFile countdown promotions were replaced.

~Heavily promoted the WebFile Countdown April 1 – 15 on Kansas.gov Site Promotions

- **Tile** on MyKansas home page received 11,774 views



- **Right side bar** on Kansas.gov featured an automated countdown promotion which received 1,208 views



~Updated the Governor's tile on the MyKansas home page of Kansas.gov with Governor Parkinson's information.



~Received positive feedback from the Kansas Department of Health & Environment for exposure given to K-SERV on Kansas.gov Community Page.

"Thank you so much for posting that on Kansas.gov! I think it looks great and I'm sure we'll get a lot of volunteers from the exposure. I was wondering how long K-SERV would be featured? Maybe we could get it on a schedule to be up a couple of times a year, like during preparedness month?"

Thanks,
Sonia M. Jordan
Hospital & Volunteer Coordinator
State ESAR-VHP Project Manager & Kansas MRC Coordinator



Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from April 1 - 26:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	66,492	53.88
Services	31,468	59.88
Tiles	30,139	122.27
Business	20,323	59.96
Subscribers	14,796	57.62
Tourism	11,424	67.15
Community	6,611	69.24
Help Center	5,474	73.83
Education	4,478	66.47
Photo Gallery	1,685	120.32

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from April 1 - 26:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Registered Offender	375
	Visit Kansas	195
	District Court Record Search	181
	Annual Report Filing	145
	Kansas Landmarks	140
Secondary	Agencies & Association Listing	1248
	Business Entity Search	794
	Starting a Business	653
	Trip Planner	490
	Destinations	282

Marketing

~Launched the new Everest Cable TV ads to promote Kansas.gov online services and brand awareness. These ads will be promoted on Everest Cable TV for the following services: Web Tags, Nursing License Online Renewals, Healing Arts Online Professional License Renewals, Registered Offender Search, Annual Report Filing, District Court Record Search, Kansas Business Center, and KANN.

~ Developed and launched a WebFile countdown press release on April 1 to generate awareness of this service.

~Met with the new PIO at the Kansas Board of Healing Arts (KSBHA) to discuss Kansas.gov's marketing services and delivered an overview of KSBHA-related marketing activities and success metrics captured.

~Leveraged the Kansas.gov social networking placements (Twitter, BlogSpot & FaceBook) to promote the WebFile countdown and Optometry's Online License Renewal and Verification services.

~Met with Nathan Eberline, Intergovernmental Affairs Specialist for the League of Kansas Municipalities, to discuss the opportunity of presenting a KanSite demonstration during their annual conference in October. Over 800 municipal government officials attend this conference, which will provide great exposure for KanSite to potential city and county partners. Kansas.gov was granted the opportunity to hold a round table during the conference to discuss the KanSite offerings, in addition to the exhibitor's booth where we hope to hold demonstrations of the new tool.

~Met with the ITIMG to further scope out the following projects as they are planned to launch in early May.

- 2009 Identity Management Seminar Invite
- 2009 Identify Management Seminar Registration Page
- PKI Web Site Modifications
- VeriSign Enrollment Page Modifications
- RA Portal Modifications

~Developed a print ad for the Kansas Government Journal (KGJ) which is distributed monthly by the League of Kansas Municipalities. This ad will first appear in the May 2009 issue of the KGJ.



~Developed an online business listing for the League of Kansas Municipalities under the eGovernment services category. The online listing is located at <http://www.lkm.org/businesslinks/business-links/egovernmentsservicespop.html>

~Developed and launched a congratulatory banner ad for Secretary Sebelius that was posted within the Kansas.gov Service Bar area.

